Policy

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SOFTWARE VERSION SUPPORT

The Office of Technology Services (OTech) Software Version Support Policy establishes software product version standards to ensure the security, reliability and supportability of software in use by its customers. The OTech policy is to support currently installed software versions and prior versions only when vendor support is maintained within the current software contracts, and it is determined feasible to do so within the existing service rates.

The Software Version Support Policy recognizes there are continuous changes in software product versions. As vendors release new versions of software, the OTech will implement updates into production based on a variety of business and operational factors, including but not limited to, vendor support of older versions, product maturity, customer needs, staff availability, security and other factors.

This Policy applies to managed platforms hosted at OTech facilities and will enable better management of critical software resources.

Authority/Reference

Software Version Support Procedure